

## NHS 111 COVID-19 Response Services

This publication provides a summary of additional services that were set up alongside NHS 111 between February 2020 and March 2022 in response to the demand caused by COVID-19. Calls answered by the Covid-19 Response Services are in addition to activity reflected in the IUC ADC and NHS 111 MDS [published statistics](#).

### Key Facts

Between February 2020 and March 2022 inclusive, NHS 111 COVID-19 response services accounted for:

- 582,240 calls handled by the Public Health England Helpline<sup>1</sup> between February and June 2020
- 1.53 million calls handled by Covid Response Centres<sup>2</sup> during March to June 2020, October 2020 to March 2021 and in January 2022
- 159,940 calls handled by the South Central Ambulance Service (SCAS) Clinical Safety Net<sup>3</sup> between March 2020 and June 2020
- 559,850 calls handled by the Covid-19 Clinical Assessment Service (CCAS)<sup>4</sup> during April 2020 to May 2021 and January to March 2022
- 41,020 calls handled by the Repeat Prescription Service<sup>5</sup> between February and March 2022

### Notes

<sup>1</sup> The PHE Helpline was set up to provide information to patients relating to the coronavirus outbreak from February to June 2020.

<sup>2</sup> Covid Response Centres (CRS) were set up to triage calls from patients who were experiencing symptoms relating to the coronavirus outbreak. Patients were transferred to these services after calling NHS 111 and patients who were advised to ring NHS 111 by the PHE Helpline. These were in operation 5 March to 10 June 2020 and were reopened 5 October 2020 to 23 March 2021 and 19 to 27 January 2022.

<sup>3</sup> Calls taken by a Covid Response Centre (CRS) from 5 March to 10 June 2020 that required further triage by a clinician were sent to the SCAS Clinical Safety Net.

<sup>4</sup> CCAS was set up to take calls requiring clinical input from the CRS. CCAS was operational from 1 April 2020 to 23 May 2021 and from 6 January 2022 to 31 March 2022.

<sup>5</sup> The Repeat Prescription Service was in operation between 15 February and 31 March 2022 to alleviate pressure on NHS 111 services. Patients needing repeat prescriptions were transferred to this service after calling NHS 111.